

**Program Outcome and Assessment(s)**  
**2020-21 Program Outcome Assessments Year-End Reporting Form**  
**Program Review Cycle –2019-20**

In response to SACSCOC 8.2, *“The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results ...”*

**Name of Program:** Dental Assisting

**Program Outcome #1: Completers (unduplicated) (Degree level, highest level of attainment)**

**Baseline:** 18 # (Average of total completers for the last three years – 2016-17; 2017-18; 2018-19)

**Standard:** 19 #

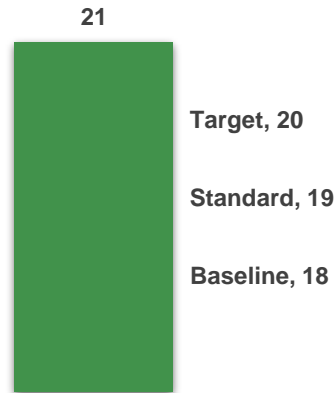
**Target:** 20 #

**2020-2021 Action / Strategy Items:**

<b>Item #</b>	<b>Action / Strategy Items:</b> <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	<b>Results / Use of Results:</b> <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Peer tutoring with students	Tutoring was used for more rigorous course work. During the 2019-20 year we had 8 students utilize tutoring in three separate courses. Faculty believe this was successful for students.
2	Guided tutoring with faculty	Guided tutoring was utilized by 19 separate students (increased from 5 students the previous year). We increased from 27.37 hours the previous year to 92.65 in the current year. Faculty believe this was successful for students.

<b>Number of Completers (unduplicated) – Graduation Year – Summer, Fall, Spring</b>				
<b>Graduation Year</b>	<b>Associate</b>	<b>Diploma</b>	<b>Certificate</b>	<b>Total</b>
2017-2018		19		19
2018-2019		21		21
2019-2020		28		28

In 2019-20, Dental Assisting **exceeded** their target by one additional completers.



**Provide narrative for analysis of completers** (Based on the data, provide a narrative of your analysis of completions. Indicate factors that may have affected your completions. How might you increase the number of completers in your program?)

The department is very pleased with the results as we exceeded the target by one.

**Provide narrative for analysis of completer standard/target** (As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)

We would like to keep our standards and target at this time.

**2021-2022 Action / Strategy Items:**

(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)

Item	Action / Strategy Items (Identify action items as a result of your program outcome assessment.)	Target Date (Identify your projected target date for completion of action items.)	Assessment of Action Items (How will you assess the results of action items?)
1	Guided Tutoring	2022	The department is earning FTE as we move forward.

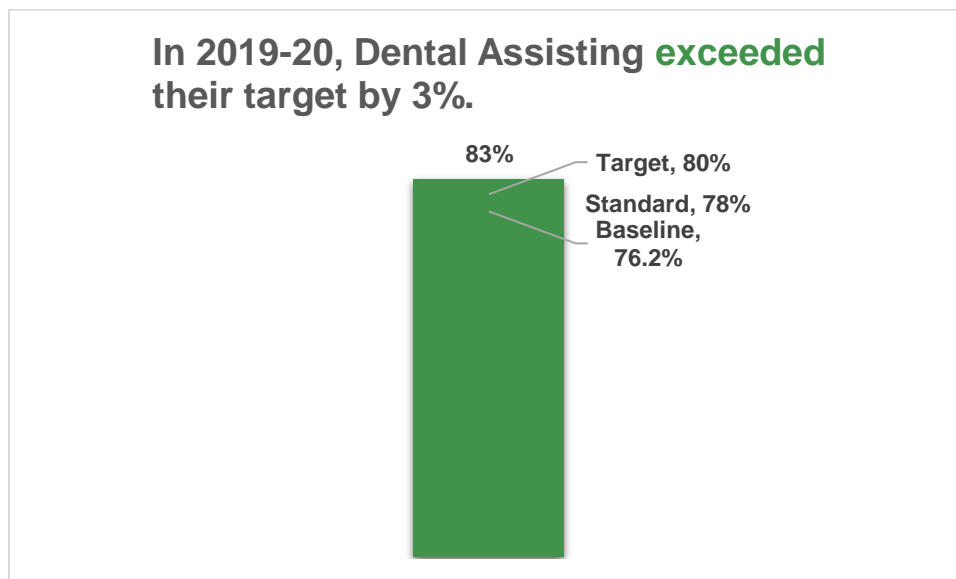
**Program Outcome #2: Program Retention, Fall to Fall**

**Baseline:** 76.2 % (Average of three years – 2016-17; 2017-18; 2018-19; fall-to-fall program retention)  
**Standard:** 78 % Fall to Fall  
**Target:** 80 % Fall to Fall

**2020-2021 Action / Strategy Items:**

Item #	Action / Strategy Items: (Actions / strategies identified in the 2019-20 program review and outcome assessment.)	Results / Use of Results: (Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)
1	Guided tutoring with faculty	Faculty has utilized guided tutoring for 5 students during the 2020-2021 year.
2	Peer tutoring with students	Peer tutoring is difficult to track. We referred 8 students that utilized the service

Year (Fall to Fall)	Program Fall Enrollment Cohort	Program Completers	Program Retained	Program Stop Outs	Program Transfers	Program Retention Rate
Fall 2017-Fall 2018	24	19	0	5	0	79.2%
Fall 2018-Fall 2019	23	17	3	3	0	87.0%
Fall 2019-Fall 2020	24	20	0	2	2	83%



**Provide narrative for analysis of program retention data** (Based on the data, provide a narrative of your analysis of fall to fall retention. Indicate factors that may have affected your retention. State any changes you plan to make to improve retention.)

The dental assisting department plans to increase guided tutoring. With the new earned FTE it has encouraged both students and faculty to supplement learning difficulties seen during clinical and lab assignments.

**Provide narrative for analysis of program retention standard/target** *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

We exceeding our target by 3%.

**2021-2022 Action / Strategy Items:**

*(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)*

<b>Item</b>	<b>Action / Strategy Items</b> <i>(Identify action items as a result of your program outcome assessment.)</i>	<b>Target Date</b> <i>(Identify your projected target date for completion of action items.)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Guided Tutoring	2022	The department is earning FTE as we move forward.

**Program Outcome #3: Job Placement / Employment**

*This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.*

**Program Outcome #4: Labor Market Data**

*This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.*

**Program Outcome #5: Licensure and Certification Passing Rates (if applicable) (NCCCS Performance Measure)**

*Baselines were set based upon WCC's average college performance of the measure. Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.*

**Baseline:** N/A % (Average of three years – identify last three licensure years)  
**Standard:** N/A %  
**Target:** N/A %

**2020-2021 Action / Strategy Items:**

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Not applicable.	

**Licensure / Certification Exam – (Title of License or Exam)**

NCCCS Report	Exam Year	# Tested	# Passed	% Passing	Index Score
2017	2015-16				
2018	2016-17				
2019	2017-18				
2020	2018-19				

**Provide narrative for analysis of licensure / certification passing rates data** *(Based on the performance measure data, provide a narrative of your analysis of licensure / certification. Are you satisfied with your program licensure or certification rates? State any changes you plan to make for continuous improvement.)*

Not applicable.

**Provide narrative for analysis of licensure / certification passing rates standard/target** *(Standards and targets were set using WCC's performance of the NCCCS Performance Measure results and are the same as those set in the WCC Strategic Plan for Institutional Effectiveness.)*

Not applicable.

**2021-2022 Action / Strategy Items:**

*(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)*

Item	Action / Strategy Items <i>(Identify action items as a result of your program outcome assessment.)</i>	Target Date <i>(Identify your projected target date for completion of action items.)</i>	Assessment of Action Items <i>(How will you assess the results of action items?)</i>
1	Not applicable.		

**Program Outcome #6: Third-Party Credentials (if applicable)**

*This assessment was recommended for deletion due to the lack of a standardized method of measurement. The Planning Council approved the deletion on September 24, 2020.*

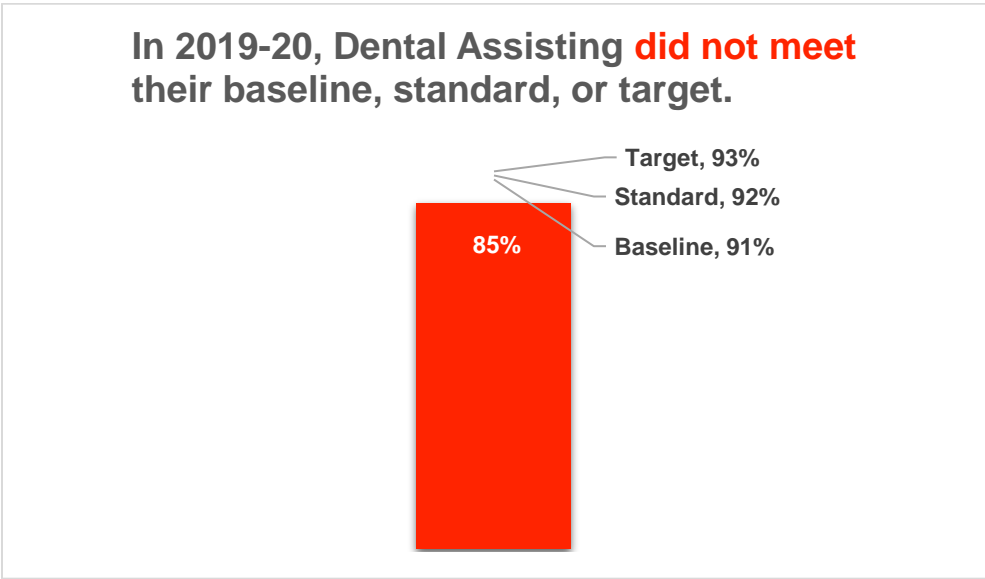
**Program Outcome #7: Program Success Rate (all delivery methods)**  
*(Duplicated based on number of courses taken by students in the program.) (Program Success Rate tab)*

**Baseline:** 91 % (Average program success students for three years – 2016-17; 2017-18; 2018-19)  
**Standard:** 92 %  
**Target:** 93 %

**2020-2021 Action / Strategy Items:**

Item #	Action / Strategy Items: <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	Results / Use of Results: <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Maintain the student success rate in face to face courses.	Due to COVID we have not been able to meet face to face

Academic Year Fall, Spring, Summer	Program Enrolled Students	Program Success Students	Program Success Rate
2017-2018	194	178	92%
2018-2019	222	209	94%
2019-2020	222	189	85%



**Provide narrative for analysis of student success in program courses** *(Are students more successful in program courses in face-to-face, online, hybrid, or blended methods of course delivery? Do you plan to make any changes to course offerings based upon your analysis of the data?)*

Due to COVID our classes have had to move to an online format.



**Provide narrative for analysis of student success in program courses standard/target** *(As a result of the data analysis, indicate changes to the standard or target. Did you meet your standard/target? State any changes you plan to make for continuous improvement.)*

We did not meet the standard and target, but we are planning to implement new strategies, specifically guided tutor, to increase student success.

**2021-2022 Action / Strategy Items:**

*(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)*

<b>Item</b>	<b>Action / Strategy Items</b> <i>(Identify action items as a result of your program outcome assessment.)</i>	<b>Target Date</b> <i>(Identify your projected target date for completion of action items.)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Explore online teaching strategies	Spring 2021	Professional development logs and continuing education hours.

**Program Outcome #8: Other Assessment (if applicable)**

**Analysis of other assessments.** *(Have you performed other assessments to evaluate the effectiveness of your program, to include surveys, self-assessments, or other assessment instruments used to evaluate the program. If so, please explain how information collected from the(se) assessments will be used to improve the program.)*

**2020-2021 Action / Strategy Items:**

<b>Item #</b>	<b>Action / Strategy Items:</b> <i>(Actions / strategies identified in the 2019-20 program review and outcome assessment.)</i>	<b>Results / Use of Results:</b> <i>(Provide results of the action / strategy identified. Was the action / strategy successful? How do you know?)</i>
1	Continue administering the post-graduate and student resource assessment surveys	We have been utilizing email to increase our response rate. We are gathering personal email addresses and contact information.
2	Update PLOs and cycle	We had this as an assessment due to any changes that might have needed changed due to accreditation. However, we did not need to make a changed.

**2021-2022 Action / Strategy Items:**

*(Identify and address outcome assessments that fall below the established standard and/or target and additional recommendations resulting from the review.)*

<b>Item</b>	<b>Action / Strategy Items</b> <i>(Identify action items as a result of your program outcome assessment.)</i>	<b>Target Date</b> <i>(Identify your projected target date for completion of action items.)</i>	<b>Assessment of Action Items</b> <i>(How will you assess the results of action items?)</i>
1	Continue administering the post-graduate and student resource assessment surveys	2022	We will assess based on the number of responses received.